


ZKTECO Aura12 Smart Intercom



ZKTECO Aura12 Smart Intercom User Manual

[Home](#) » [ZKTECO](#) » ZKTECO Aura12 Smart Intercom User Manual 

Contents

- [1 ZKTECO Aura12 Smart Intercom](#)
- [2 Product Usage Instructions](#)
- [3 Frequently Asked Questions](#)
- [4 What's in the Box](#)
- [5 Overview](#)
- [6 Device Installation](#)
- [7 Standalone Installation](#)
- [8 Ethernet Connection](#)
- [9 Power Connection](#)
- [10 DM10, Lock Relay Connection](#)
- [11 Activation](#)
- [12 Documents / Resources](#)
 - [12.1 References](#)
- [13 Related Posts](#)



ZKTECO Aura12 Smart Intercom



Specifications

- **Model:** Aura12
- **Version:** 1.0
- Microphones
- **Camera:** 8 Touch Screen
- Type C Interface
- **Power Options:** AC Adapter 12V DC, PoE Splitter

Product Usage Instructions

Device Installation

To install the device, follow these steps:

1. Install on the wall via back plate:
 - Affix the mounting template sticker to the wall.
 - Drill holes according to the template.
2. Install on the wall via back box:
 - Affix the mounting template sticker to the wall.
 - Drill holes according to the template.

Standalone Installation

For standalone installation, you will need the following components:

- Type C Cable
- DM10
- PoE Splitter
- Door Sensor
- AC Adapter 12V DC
- TCP/IP PoE Injector
- Exit Button
- Lock
- Router

Ethernet Connection

Connect the intercom to the router/modem using an Ethernet cable.

Power Connection

There are two power options:

1. Connect directly to the power adapter.
 - Use Type C Cable, PoE Splitter, and Ethernet Cable with higher current ratings.

DM10, Lock Relay Connection

The intercom communicates with the DM10 via RS485. Connect the locks according to the system requirements.

Activation

To activate the Aura12, follow these steps:

1. Login to Whoo Admin Console at www.console.whoo.ai or scan the QR code.
2. Select Installation Pending and configure entrance information.
3. Upload necessary photos.
4. Indicate relay usage and test on Aura12.
5. Get Activation Code and enter it on Aura12 Installation screen.

Frequently Asked Questions

Q: What tools are required for installation?

A: Tools required for installation are not included and must be provided by the installer.

Q: How do I connect the intercom to the router/modem?

A: Use an Ethernet cable to connect the intercom to the router/modem following the provided example.

Q: How many power options are available for the Aura12?

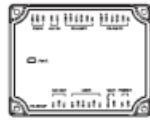
A: There are two power options available for the Aura12 – direct connection to a power adapter or using PoE Splitter with Ethernet cable with higher current ratings.

Due to ongoing improvements in our products, ZKTeco cannot guarantee this installation guide precisely matches the referenced product's current specifications.

What's in the Box



Aura12



DM10



Type C Cable



PoE Splitter



**Power Cord
(one to two)**



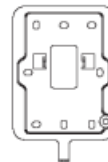
**Connection Wire
(for DM10)**



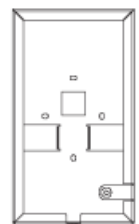
Power Cord



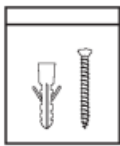
Power Adapter



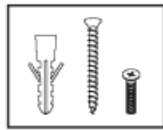
Black Plate



Back Box



**Screw Kit
for DM10**



**Screw Kit
for Aura12**



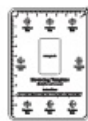
**Foam
Padding**



**Torx
Screwdriver**



**Terminal
Head**



**Mounting
Template**



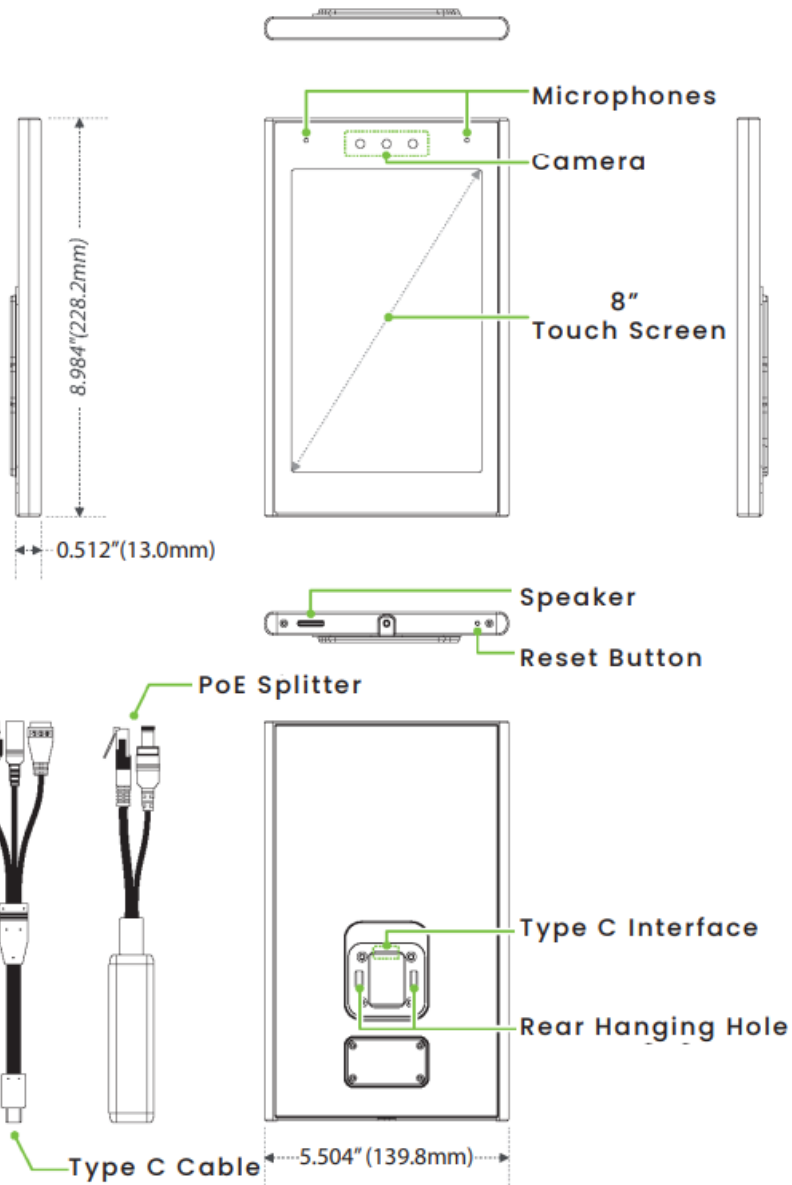
**Installation
Guide**



**Software
Registration
Info Card**

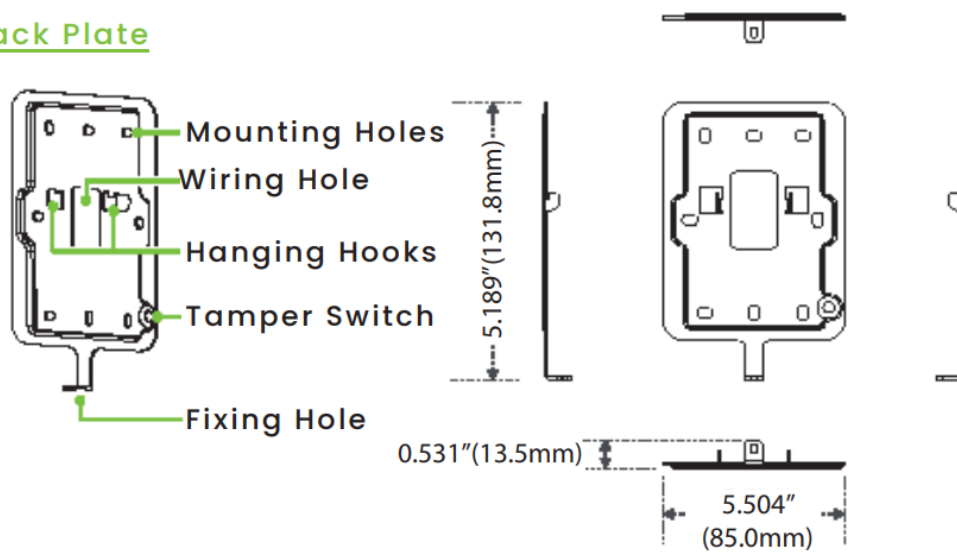
Overview

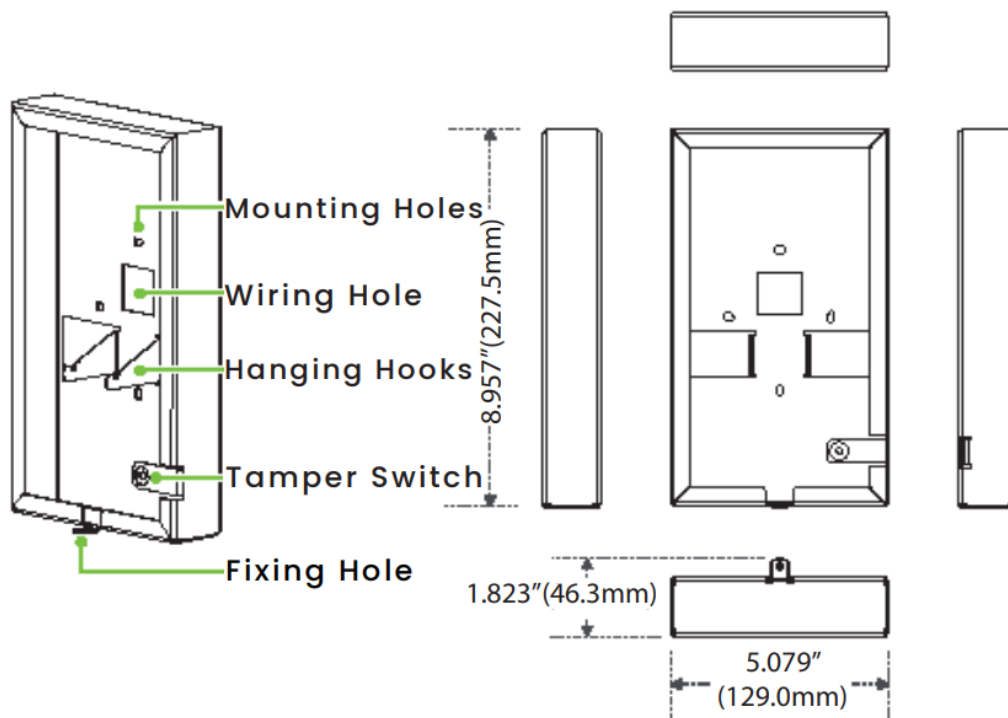
Aura12



Back Plate

Back Plate





Device Installation

Tools needed

To install the device you must have:

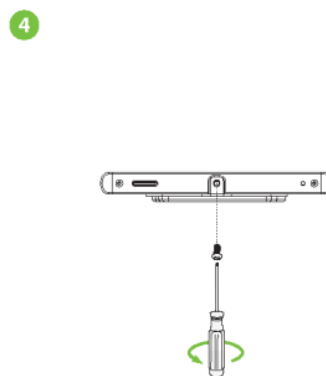
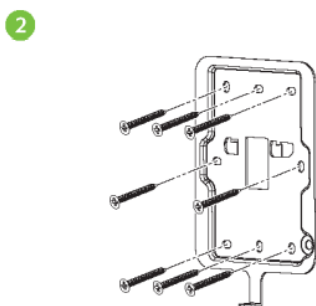
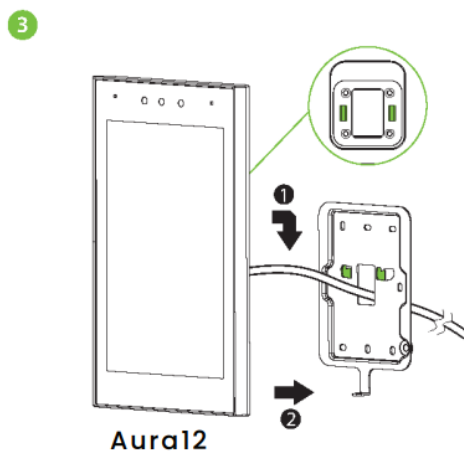
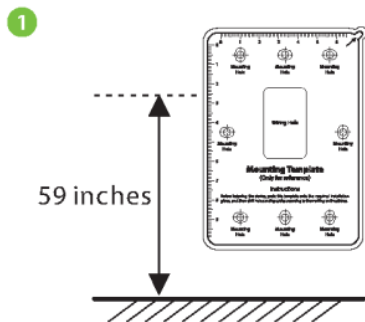
- **Screwdriver:** To install the screws to fasten the DM10 or the back plate/back box of Aura12 on the wall.
- **Pencil:** To mark the installation height.
- **Electric Drill:** To drill holes according to the mounting template.
- **Measuring tape:** To measure the installation height.
- **Ethernet Cable:** To connect the device to a router/modem.



Note: Tools not included. Must be provided by the installer.

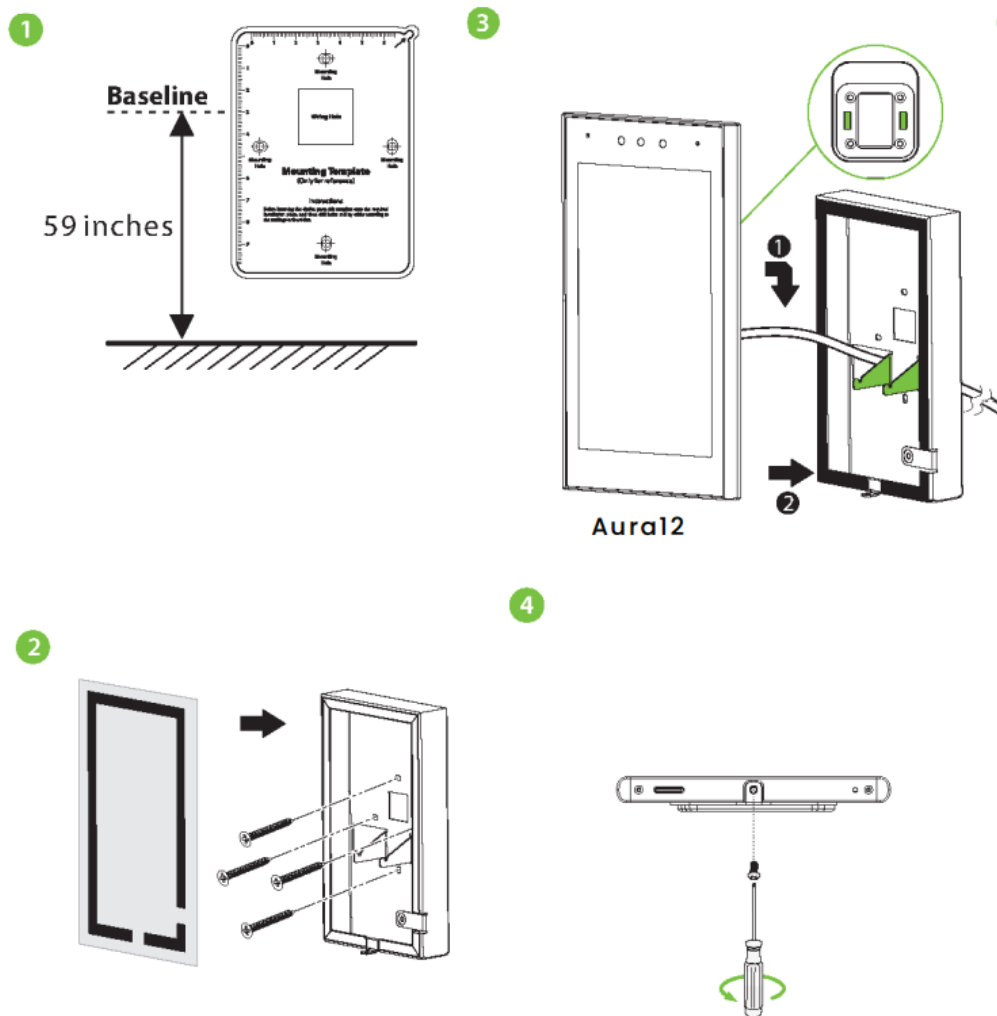
Install on the wall via back plate

1. Affix the mounting template sticker to the wall, and drill holes according to the mounting diagram. The recommended distance of the intercom's camera from the ground is 59 inches. The user can adjust the height according to the actual needs.
2. Connect the back box on the wall using wall mounting screws. Take out the Foam Padding cotton and stick it on the back box.
3. After passing the wires through the wiring hole and connecting them to the intercom, attach the intercom to the back box from top to bottom.
4. Fasten the intercom to the back box with a security screw.

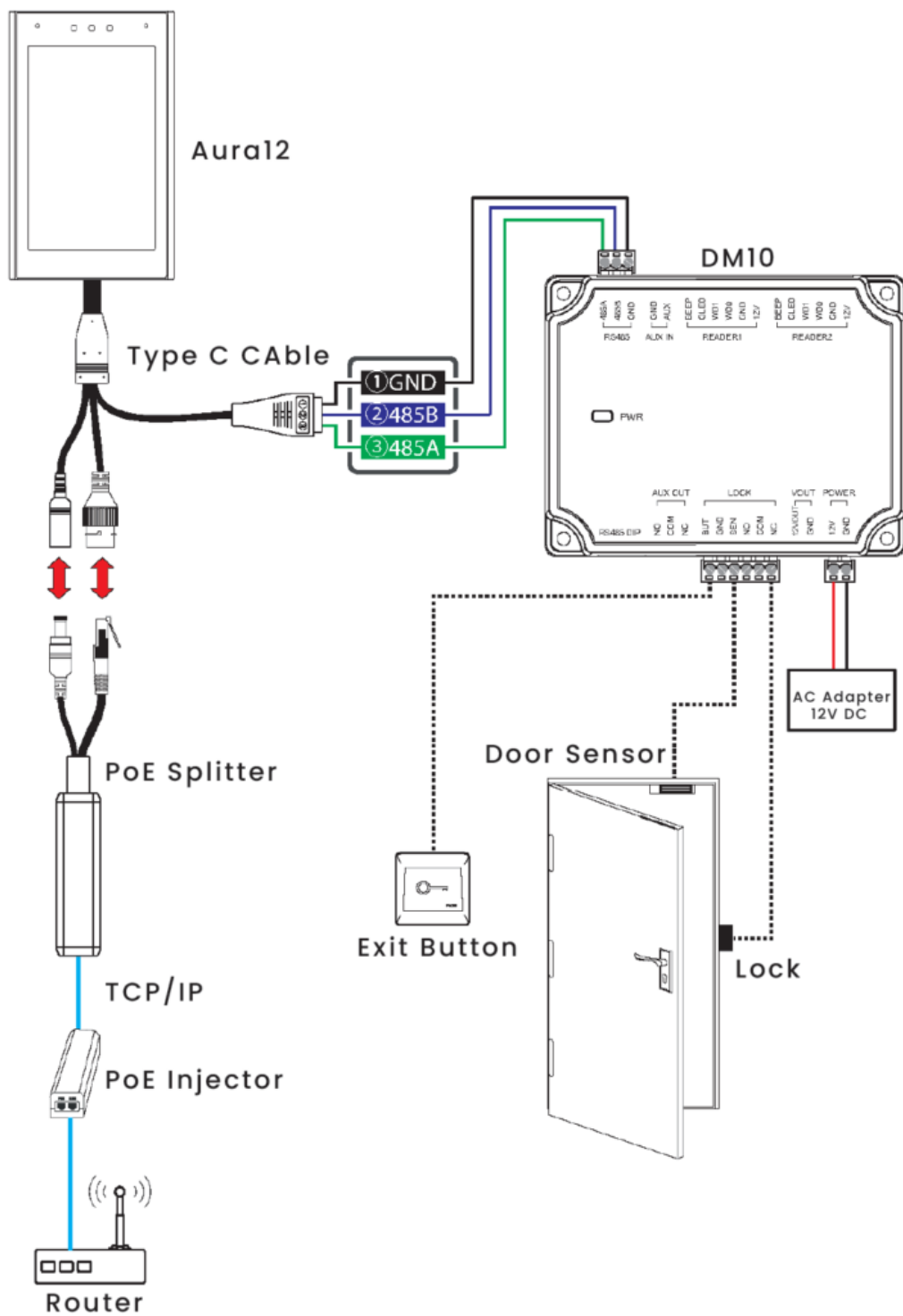


Install on the wall via back box

1. Affix the mounting template sticker to the wall, and drill holes according to the mounting diagram. The recommended distance of the intercom's camera from the ground is 59 inches. The user can adjust the height according to the actual needs.
2. Connect the back box on the wall using wall mounting screws. Take out the Foam Padding cotton and stick it on the back box.
3. After passing the wires through the wiring hole and connecting them to the intercom, attach the intercom to the back box from top to bottom.
4. Fasten the intercom to the back box with a security screw.

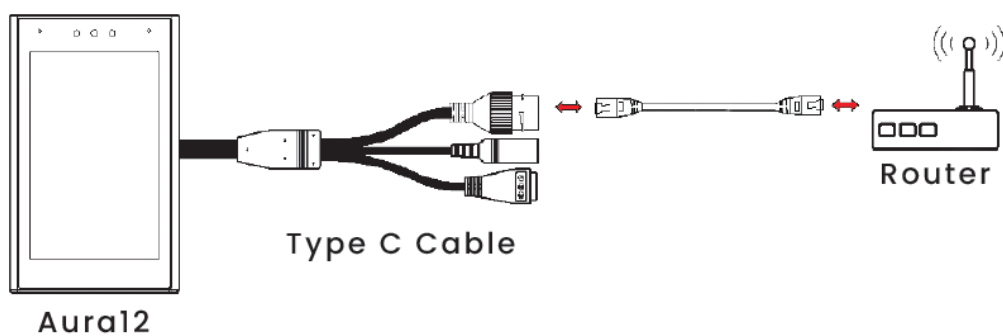


Standalone Installation



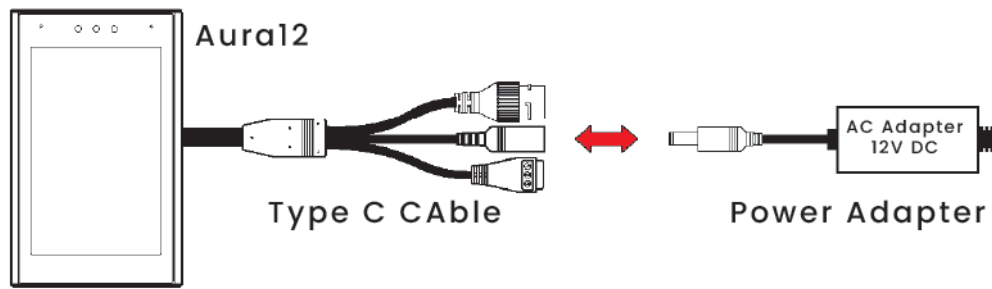
Ethernet Connection

Connect the intercom to the router/modem with an Ethernet cable as shown in the example below:

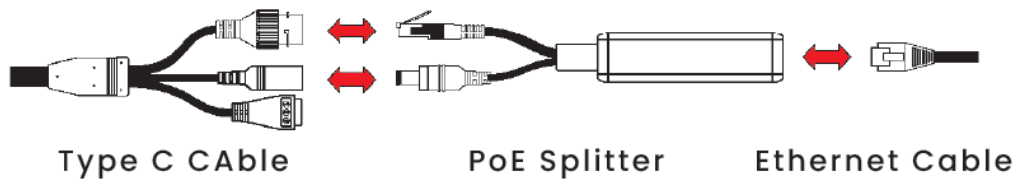


Power Connection

There are two power options for this intercom as shown in the figure below.



Mode 1: Connect directly to the power adapter

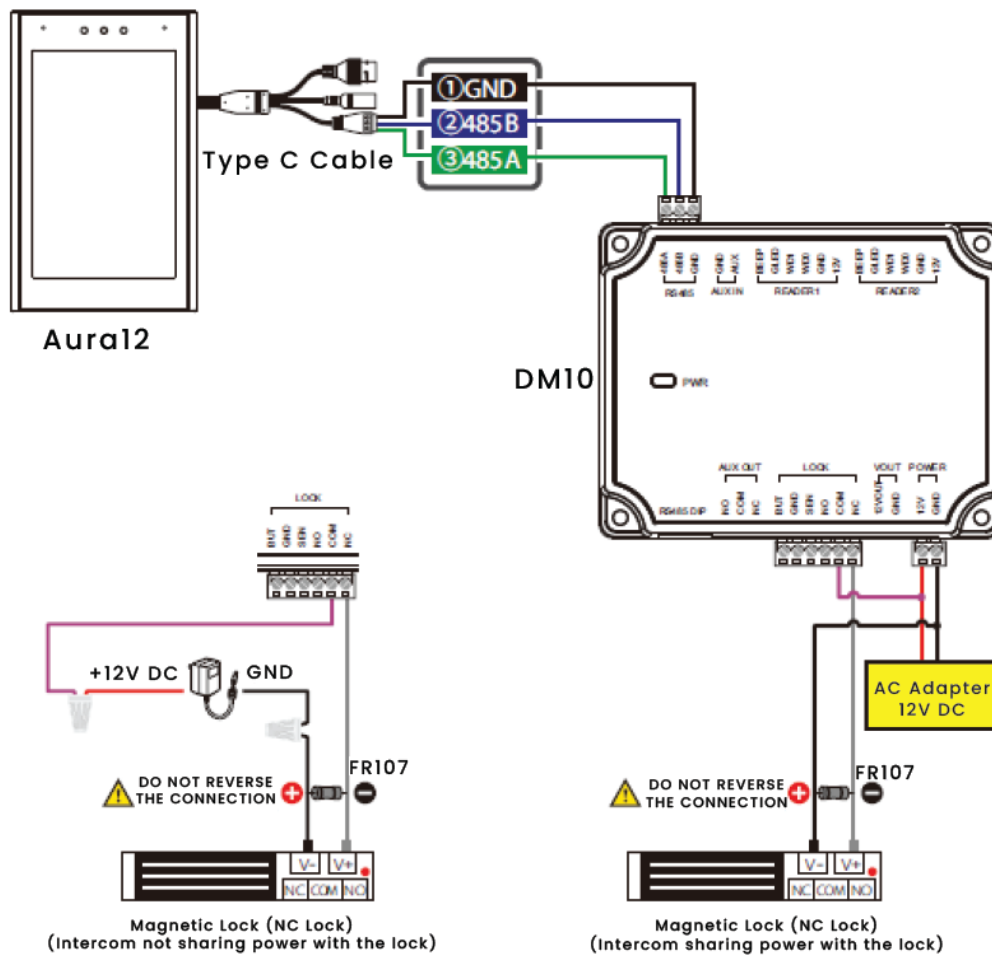


Mode 2: Power the device through the PoE Splitter.

- Recommended AC adapter: 12V, 3A
- To share the power with other devices, use an AC adapter with higher current ratings.

DM10, Lock Relay Connection

The intercom can communicate with the DM10 via RS485. The system supports both Normally Opened Lock and Normally Closed Lock. The NO LOCK (normally opened at power on) connects to the 'NO' and 'COM' terminals, and the NC LOCK (normally closed at power on) connects to the 'NC' and 'COM' terminals. For reference, NC connection is shown in the diagram below.

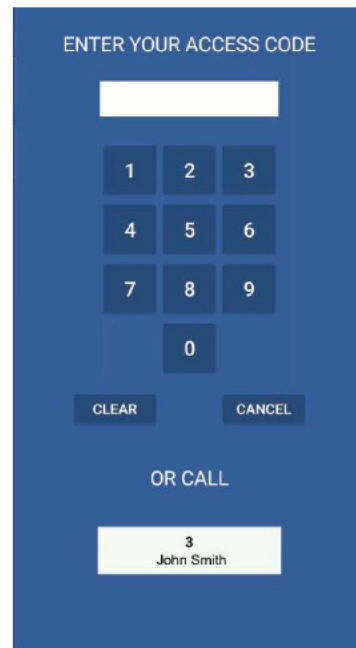


The screenshot shows the Whoo Admin Console interface. It displays 'Step 4: SOFTWARE UPDATES & TESTS' and 'Step 5: ENTER ACTIVATION CODE'. The 'Step 4' section includes buttons for 'UPDATE SOFTWARE', 'TEST: A (R29C) / LOCK (DM10)', 'TEST: B (R29C) / AUX OUT (DM10)', 'TEST: IP ADDRESS', and 'TEST: C (R29C)'. The 'Step 5' section shows a numeric keypad for entering the activation code.

Aura12 is successfully provisioned when the screen shows a few resident test buttons.

Note: These buttons are not connected to any particular residents initially, so testing should be done by adding residents using the Whoo Admin Console and pairing an Aura12 to one of the test resident buttons.

Tapping on a button will call that resident. Alternatively, long pressing the button will prompt you to enter a keyless access entry code to open the door (the keyless access code for a specific button can be found in the Whoo app home screen).



Activation

You will need to activate the Aura12 with the Whoo platform first.

Whoo Console

- Log into the Whoo Admin Console at www.console.whoo.ai or simply use your phone to scan the QR code below:



- Click on Installation Pending (if not logged as an Admin)
- Find the building & door being installed in the list and click on Configure Entrance.

Now, follow these steps:

1. Confirm Entrance Information.
2. Upload Electric Room Photos.
3. Upload Entrance Photo.
4. Use the dropdown to indicate which relay(s) are being used and then test on Aura12(see below).
5. Click on Get Activation Code and enter it on the Aura12 Installation screen.

Aura12

1. Tap on Update Software (this may take up to 5 min).
2. Tap on Test: IP Address to make sure there is a good internet connection.
3. Tap on Test buttons for the Relays that are being used.

This will activate the doorstrike(s) so the installer can verify that the hardware is connected properly.

4. Enter the Activation Code.

Attachment 1

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

"This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter."



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Documents / Resources

	<p>ZKTECO Aura12 Smart Intercom [pdf] User Manual Aura12 Smart Intercom, Aura12, Smart Intercom, Intercom</p>
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References

- [User Manual](#)

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